

Fiscal Year 2004 - 2007

## STRATEGIC PLAN

*for the*

## FOOD SAFETY AND INSPECTION SERVICE

## CIVIL RIGHTS DIVISION



Updated March 2004

## **FOOD SAFETY AND INSPECTION SERVICE CIVIL RIGHTS DIVISION**

### ***MISSION STATEMENT***

***The Food Safety and Inspection Service, Civil Rights Division provides advice, guidance and assistance on the implementation, management and compliance with EEO programs that include: Affirmative Employment Program, Complaints Management, Special Emphasis Program, EEO Training and Workforce Diversity to ensure fair and equitable treatment to internal and external customers.***

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### **GOAL**

**Manage a comprehensive Civil Rights/Equal Employment Opportunity (CR/EEO) Program for a premier public health regulatory agency in compliance with CR/EEO laws, regulations, policies and procedures.**

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<b>Objective 1:</b>	<b>Ensure fair and equitable treatment in the area of employment and compliance with EEO objectives and responsibilities.</b>
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Strategies:

- Increase manager and employee awareness of EEO responsibilities in employment and program delivery.
- Monitor, review and evaluate agency progress towards workforce diversity.
- Employment and Program Outreach

Actions:

- ▶ Provide annual EEO Training
- ▶ Revise, update, and issue policies, procedures, and directives for EEO guidance according to effective dates
- ▶ Develop and report on the Agency's Affirmative Employment Program Annual Accomplishments
- ▶ Develop and publicize SEP awareness program and activities/events
- ▶ Plan and coordinate the Annual Diversity Conference
- ▶ Maintain CRD Web site

<b>Objective 2:</b>	<b>Manage a timely and effective EEO process to assist the Agency in resolving/reducing EEO complaints.</b>
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**Strategies:**

- Informal EEO Counseling
- Alternative Dispute Resolution (ADR) Program -Mediation
- Formal Complaint Risk Assessment
- Report of Investigations

**Actions:**

- ▶ Conduct inquiry and inform managers/supervisors of strengths and weaknesses of Agency position and options for EEO complaint resolution
- ▶ Evaluate EEO complaint for ADR consideration and issue invitation to all parties to participate in ADR
- ▶ Upon completion of the formal investigation, complete a review for sufficiency to perform complaint risk assessment
- ▶ Assist managers, supervisors and employees in making informed decisions that are in the best interests of the Agency in resolving EEO complaints

<b>Objective 3:</b>	<b>Ensure Agency Compliance with CR/EEO laws, regulations, policies and procedures.</b>
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**Strategies:**

- Civil Rights Impact Analysis (CRIAs)
- CR/EEO Compliance/Management Reviews
- Quarterly and Annual Reporting Requirements

**Actions:**

- ▶ Perform CRIAs to identify and address the civil rights implications of proposed policy actions on each major policy and/or Agency action as required
- ▶ Assure that a minimum of four organizational components are reviewed for EEO regulatory compliance each fiscal year (CARE program)
- ▶ Assure that a minimum of three organizational components are reviewed for Civil Rights program delivery regulatory compliance each fiscal year (Federally Assisted and Federally Conducted Programs)
- ▶ Post NO FEAR information and complete and submit required data reports
- ▶ Assist in the implementation and monitoring of Limited English Proficiency within the Agency

<b>Objective 4:</b>	<b>Ensure fair and equitable treatment of the delivery of federally assisted and conducted programs and activities.</b>
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**Strategies:**

- Increase managers and employee awareness of CR and their responsibility to carryout agency CR objectives to improve program delivery.
- Ensure agency compliance with CR Laws, regulations, policies and procedures.

**Actions:**

- ▶ Provide annual CR Training
- ▶ Revise, update, and issue policies, procedures, and directives for CR guidance according to effective dates
- ▶ Maintain CRD Web site

### TIME-FRAME

Responsibility	Action	Objective Number	Project Start Date	Project Completion Date
C&MB/CMB	Provide annual EEO Training	I	10/03 10/04 10/05 10/06	9/04 9/05 9/06 9/07
C&MB/CMB	Revise, update, and issue policies, procedures and directives for EEO guidance according to effective dates	I	Ongoing	Ongoing
PPACB	Develop and report on the Agency's Affirmative Employment Program Annual Accomplishments	I	TBA – OCR Request	TBA – OCR Request
PPACB	Develop and publicize SEP awareness program and activities/events.	I	*see note	
All	Plan and coordinate the Annual Diversity Conference	I	3/04 3/05 3/06 3/07	8/04 8/05 8/06 8/07
All	Maintain CRD Web site	I	Ongoing	Ongoing
C&MB	Conduct inquiry and inform managers/supervisors of strengths and weaknesses of Agency position and options for EEO complaint resolution (Informal EEO Counseling)	II	Ongoing	Ongoing
C&MB/CMB	Evaluate EEO complaint for ADR consideration and issue invitation to all parties to participate in ADR (Alternative Dispute Resolution)	II	Ongoing	Ongoing
CMB	Upon completion of the formal investigation, complete a review for sufficiency to perform complaint risk assessment	II	Ongoing	Ongoing

Responsibility	Action	Objective Number	Project Start Date	Project Completion Date
CMB	Assist managers, supervisors and employees in making informed decisions that are in the best interests of the Agency in resolving EEO complaints (Report of Investigations).	II	Ongoing	Ongoing
PPACB	Perform CRIAs to identify and address the civil rights implications of proposed policy actions on each major policy and/or Agency action.	III	As Required	As Required
PPACB	Assure that a minimum of four organizational components are reviewed for EEO regulatory compliance each fiscal year (CARE program)	III	Schedule TBD	Schedule TBD
PPACB	Assure that a minimum of three organizational components are reviewed for Civil Rights program delivery regulatory requirements each fiscal year (Federally Assisted and Federally Conducted Programs)	III	Schedule TBD	Schedule TBD
PPACB	Post NO FEAR information and complete and submit required data reports to OCR	III	10/03	Quarterly to 9/07
PPACB	Assist on the implementation and monitoring of Limited English Proficiency within the Agency	III	TBD	TBD
PPACB	Provide annual Civil Rights training	IV	10/03 10/04 10/05 10/06	9/04 9/05 9/06 9/07
PPACB	Revise, update, and issue policies, procedures and directives for CR guidance according to effective dates	IV	Ongoing	Ongoing